



Diablo Vista Water System

100 Gregory Lane, Pleasant Hill, CA 94523

Web: www.pleasant-hill.net/DVWS

Telephone: (925) 383-2233

Email: dvws.dispatcher@gmail.com

Spring 2015

Dear Diablo Vista Water System User:

This letter is being sent to you as a user of the Diablo Vista Water System to update you on district operations for 2015.

The Diablo Vista County Water System was formed in 1950 to provide untreated canal water for irrigation to 475 homes in the area bounded roughly by Oak Park Boulevard, the Contra Costa canal, Boyd Road and Patterson Boulevard, known locally as “Poet’s Corner”. In 1963, the Diablo Vista County Water District merged with the newly incorporated City of Pleasant Hill, and changed its name to Diablo Vista Water System (“DVWS”).



The service charge for running the water system is included as an assessment on your yearly property tax bill. It is not necessary to notify DVWS if you are a new customer or moving out of the area.

DVWS Board and Staff

DVWS consists of part-time staff that includes a secretary, four engineers and a dispatcher. The engineers report to a three-person Advisory Board (“Board”), appointed by the City Council. The current **Board Members** are:

- Steve Zalewski, Chairman
- Phil Williamson
- Gaston Habets

The current **Staff** Includes: Don Ortolan (Chief Engineer), Jack Scioroni (Engineer) and Claire Voorhies (Secretary and Dispatcher- appointed April 2015)

California Drought and Irrigation Water Use Reduction Mandate

Facing a fourth-consecutive dry year and severely reduced water supplies, Gov. Jerry Brown on April 1 mandated a 25 percent statewide reduction in water use. This unprecedented action reflects the severity of the drought and what is needed from all Californians to ensure water use needs can be met.

To comply with the state order, the Contra Costa Water District ("CCWD") is implementing an updated conservation program to reduce discretionary landscape and irrigation uses while maintaining uses for baseline consumption, safety, hygiene and industry. CCWD has adopted new water-use prohibitions to comply with statewide mandates that include limiting outdoor irrigation to two days per week. As required by the state, reductions will be measured against 2013 water use. See the complete list of prohibited uses at the end of this letter.



DVWS water is allotted by and purchased from CCWD and metered at the pump house located adjacent to the canal trail south of Boyd Road. DVWS has been notified by CCWD to reduce irrigation water use by 40% based on 2013 use. Although this is a significant reduction we are confident our users are aware of the precious resource we have available and, as in previous years, will be able to meet this conservation goal. DVWS will carefully monitor usage and may shut off the system during the month to avoid exceeding CCWD's monthly allotment. If DVWS exceeds our allotment in any given month, we will be charged a penalty of twice the cost of water.

Thanks to input and discussions with our neighbors/customers during the April 28th, 2015 DVWS Board meeting, the Board has updated its procedure for monitoring water usage. By monitoring usage more frequently throughout the month and keeping a close eye on weather patterns, our monthly allotment can be managed to minimize long shut downs.

The Board will regularly update users of the system's status through the City's 'Notify Me' email system. To date approximately 60% of DVWS customers have signed up for this service. If you haven't yet done so, please take a few moments to sign up today.

We encourage you to make use of the many resources made available by CCWD to help you conserve on landscape water uses, including rebates on lawn removal, coupons to purchase mulch, and consultations on irrigation and plant selection. For more information, visit CCWD's website at www.ccwater.com or call 925-688-8320.

System operation and procedures

In order to continue keeping the system running as efficiently as possible and with minimal disruptions, the Board would like to remind all users of a few important operational procedures and policies:

Operating Water Valves: Do NOT turn on or turn off the irrigation water to your property at the valve boxes located on your property line. The correct procedure is to call the dispatcher and request an engineer be dispatched to do this. The number is (925) 383-2233.

There have been several instances where homeowner attempts to turn on/off the DVWS water to make improvements to private irrigation systems have resulted in broken valves that inconvenience neighbors because an entire zone must be taken out of service to perform repairs. Contact the dispatcher so a DVWS engineer can use the correct tools to operate the valves.

Overwatering: Many users have timers on their irrigation systems. As the weather conditions change, remember to modify the frequency and duration of your watering cycles. Conserving water helps everyone by reducing the cost of purchasing the water and running the pumps. For tips and suggested watering frequency, visit <http://www.ccwater.com/conserve/>



Abuse of Service: Overwatering such that water overflows from a property and/or is left running unattended (user not at home) can endanger other properties and constitutes an abuse of service.

The following procedure shall be followed if an abuse of service occurs:

1. Notice of the first abuse of service shall be sent to the user with the date and time of the abuse and setting forth the penalties for continued abuse of the service.
2. If there is continued abuse of the water service, the user's water service will be turned off.



3. Report any abuse at 925-383-2233 or by email at dvws.dispatcher@gmail.com or contact CCWD at 925-688-8044.

Valve Boxes: DVWS owns and is responsible for system pipes from the street to the valve box including the valve itself. The property owner is responsible for any pipes or equipment from the valve to their property.

It is the property owner's responsibility to keep the DVWS valve boxes clean and accessible. If you are not sure of the location of the valve box or cannot locate it, please contact the dispatcher who will send an engineer to your home to locate the valve box for you.

Opt Out Program: Any user within the DVWS has the right to opt out and discontinue water service by submitting a written notice to the Diablo Vista Water System, c/o City of Pleasant Hill, 100 Gregory Lane, Pleasant Hill, CA 94523.



For any user who opts out by June 30, no annual charge will be imposed for the following tax year. Please note that there will be a reconnection fee of \$200 if the user later decides to reconnect, plus a capital improvement charge for any year(s) that charge was not paid. However, a new property owner within the System area who was not responsible for the disconnection will only pay a

reconnection fee of \$200. The right to opt out and the corresponding right to reconnect must be received by DVWS no later than June 30 to be effective the following tax year.

Capital Improvements: The Board is excited to report that last winter, during the system's annual closure, we replaced the air tank, manifold and pressure tank at the pump house. This major \$177,600 project was funded by our capital improvement fund and successfully completed on time and budget. These vital infrastructure components needed replacement after serving DVWS for over 50 years.



SIGN – UP for Notify Me: We encourage all users to receive alerts and notifications by registering at www.pleasant-hill.net by clicking on the Notify Me Signup button on the homepage and selecting DVWS. This service provides you with instant emails on the system operations and especially when the pumps will be turned off during this drought season.

Upcoming Board Meetings: The Board will make a presentation to City Council on the **new Drought Management Plan on May 18th, 2015 at 7:30 pm.** You are encouraged to attend. The Board meets quarterly, typically the 3rd Tuesday in the months of March, June, September and December. The meetings are held at City Hall (100 Gregory Lane) in the small community room near the pond. The meetings start at 6:30 pm and typically last 60 to 90 minutes depending on the number and complexity of the agenda.

From time to time special meetings may be called, especially when dealing with major system failures and during mandatory drought seasons.

Please review the City's web page for <http://www.ci.pleasant-hill.ca.us/calendar.aspx> for updated information.

Your commitment to CONSERVE and ensure the Diablo Vista Water System continues to run efficiently is greatly appreciated.

Sincerely,

DVWS Advisory Board

Prohibited Uses

The following uses of water supplied by CCWD have been determined to be wasteful and are prohibited during the mandatory 40 % Drought Management Program now in effect:

- Watering landscape more than 2 days per week
- Outdoor watering between 9 a.m. and 5 p.m.
- Hosing down sidewalks and driveways
- Watering outdoor landscapes in a manner that causes excess runoff
- Irrigating turf or ornamental landscapes within 48 hours of rainfall
- Washing a motor vehicle with a hose, unless the hose is fitted with a shut-off nozzle
- Operating a fountain or decorative feature, unless the water is part of a recirculating system. We strongly encourage turning off all fountains.
- Watering of landscape of newly constructed homes and buildings that is not delivered by drip or micro-spray systems

If you see these kinds of water wasting activities, call us and CCWD at (925) 688-8044. Please leave a message if you call after hours or send an email. **If you believe the water waste is an immediate emergency**, call CCWD's Control Room at 925-688-8374. CCWD is committed to preventing water waste and follows up on all reports.